

FCC Form 481 - Carrier Annual Reporting
Data Collection Form

FCC Form 481
OMB Control No. 3060-0085/OMB Control No. 3060-0815
July 2013

Received & Inspected
JUN 27 2014
FCC Mail Room

<010>	Study Area Code	419008
<015>	Study Area Name	H&B CABLE SERVICE, INC.
<020>	Program Year	2015
<030>	Contact Name: Person USAC should contact with questions about this data	Marlena Jahn
<035>	Contact Telephone Number: Number of the person identified in data line <030>	7852524000 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	marlenajahn@hbcomm.net

ANNUAL REPORTING FOR ALL CARRIERS

	54.513 Completion Required	54.422 Completion Required
--	----------------------------------	----------------------------------

<100>	Service Quality Improvement Reporting	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<200>	Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210>	<input checked="" type="checkbox"/> <-- check box if no outages to report		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<300>	Unfulfilled Service Requests (voice)	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<310>	Detail on Attempts (voice)	(attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<320>	Unfulfilled Service Requests (broadband)	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<330>	Detail on Attempts (broadband)	(attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<400>	Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410>	Fixed	111.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420>	Mobile	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<430>	Number of Complaints per 1,000 customers (broadband)		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<440>	Fixed	293.0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<450>	Mobile	0.0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<500>	Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510>	419008ks510.pdf	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600>	Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610>	419008ks610.pdf	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700>	Company Price Offerings (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<710>	Company Price Offerings (broadband)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<800>	Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900>	Tribal Land Offerings (Y/N)?	(if yes, complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<1000>	Voice Services Rate Comparability	(check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1010>	419008ks1010.pdf	(attach descriptive document)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1100>	Terrestrial Backhaul (Y/N)?	(if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1110>		(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<1200>	Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<2005>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<3005>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>

No. of Copies rec'd 041
List ABCDE

(200) Service Outage Reporting (Voice)
Data Collection Form

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[illegible]

(710) Broadband Price Offerings
Data Collection Form

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[illegible]

**(900) Tribal Lands Reporting
Data Collection Form**

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<039>	Contact Email Address - Email Address of person identified in data line <030>	marlenajahn@hbcomm.net

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- | | |
|-------|--|
| <921> | Needs assessment and deployment planning with a focus on Tribal community anchor institutions. |
| <922> | Feasibility and sustainability planning; |
| <923> | Marketing services in a culturally sensitive manner; |
| <924> | Compliance with Rights of way processes |
| <925> | Compliance with Land Use permitting requirements |
| <926> | Compliance with Facilities Siting rules |
| <927> | Compliance with Environmental Review processes |
| <928> | Compliance with Cultural Preservation review processes |
| <929> | Compliance with Tribal Business and Licensing requirements. |

Select (Yes, No, NA)

(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form

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419008ks1210.pdf

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- | | |
|--|-------------------------------------|
| <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, | <input checked="" type="checkbox"/> |
| <1222> Details on the number of minutes provided as part of the plan, | <input checked="" type="checkbox"/> |
| <1223> Additional charges for toll calls, and rates for each such plan. | <input checked="" type="checkbox"/> |

[3000] Rate Of Return Carrier Additional Documentation

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CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

- (3010) Progress Report on 5 Year Plan
 Milestone Certification (47 CFR § 54.313(f)(1)(i))

Name of Attached Document Listing Required Information

- (3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. ☐

- (3012) Community Anchor Institutions (47 CFR § 54.313(f)(1)(iii))

Name of Attached Document Listing Required Information

- (3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))
 (3014) If yes, does your company file the RUS annual report

(Yes/No)

(Yes/No)

88

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

- (3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)
 (3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☐☐

- (3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

- (3018) If the response is no on line 3014, Is your company audited?

(Yes/No)

00

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains

- (3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications

☐

- (3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☐

- (3021) Management letter issued by the independent certified public accountant that performed the company's financial audit.

☐

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

- (3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,

☐

- (3023) Underlying information subjected to a review by an independent certified public accountant

☐

- (3024) Underlying information subjected to an officer certification.

☐

- (3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☐

- (3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

**Certification - Agent / Carrier
Data Collection Form**

 FCC Form 483
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TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: _____	
Signature of Authorized Officer: _____	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: _____	
Name of Authorized Agent or Employee of Agent: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: _____
Printed name of Authorized Agent or Employee of Agent: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

(700) Price Offerings Including Voice Rate Data
Data Collection Form

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<039>	Contact Email Address - Email Address of person identified in data line <030>	marlenajahn@hbcomm.net

<701> Residential Local Service Charge Effective Date
<702> Single State-wide Residential Local Service Charge

1/1/2014

<703>

[illegible]

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<039>	Contact Email Address - Email Address of person identified in data line <030>	marlenajahn@hbcomm.net

<810>	Reporting Carrier	H&B Cable Service, Inc.
<811>	Holding Company	H&B Enterprises, Inc.
<812>	Operating Company	H&B Cable Service, Inc.

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	H&B Communications, Inc.	411781	H&B Communications, Inc.

off within the last few months will receive a call from a customer service representative to remind them of the late payment. If a customer complains that notice was not given, they are directed to speak with the Office Manager who will work to resolve the matter and prevent it from occurring again. Account balance reports are printed monthly internally using the company's billing system.

ORDER FULFILLMENT

- A. Ensure That All New Service Installation Orders Are Fulfilled When the Customer Requires Them – Make contact with all customers within 48 hours regarding scheduling the new service installation. If outside plant is already in place, fill the order at the customers' earliest convenience; if outside plant is in not in place, fill the order as soon as the weather permits. If the 48-hour timeline is not met, the Plant Manager will step in to lend assistance. There are several systems in place to help H&B handle this objective internally: an electronic work order system for handoff of service requests from the front to the back office, several systems for the provisioning of services, and daily team meetings to review outstanding service requests.
- B. Minimize Customer Downtime for Services & Make Requested Changes Promptly – Contact customers regarding all service requests the same day, resolving 95% of the issues within 48 hours. The other 5% of issues will be resolved contingent on the technician/customer coordination of access to the premises. Should service technicians not be able to meet 48-hour timeline, Plant Manager and Systems Engineer will be informed and will perform services as needed. H&B has several systems and tools in place to handle service changes/requests internally: an electronic work order system for handoff of service requests from the front to the back office, several systems for the provisioning of services, daily team meetings to review outstanding service requests, and regular cell phone communication between the service technicians and the Plant Manager.

CAPACITY PLANNING

- A. Have CO Equipment, Outside Plant Equipment, and A Network Backbone Capable of Meeting our Current & Forecasted Customer Needs – Multiple constraints and triggers are applicable due to the multiple services offered:
- Maintain a less than 90% fill rate on the FTTH equipment at each of H&B's sites. If the fill rates pass 90%, additional GPON cards will be added one at a time to increase capacity by 25% each. The Calix Management System assists H&B in monitoring the fill rates internally on a monthly basis.
 - Sustain a less than 90% usage of total line capacity on the softswitch. If usage passes 90%, new equipment will need to be purchased. Usage rates are analyzed monthly internally by H&B using reports automatically generated by the switch.
 - Keep data, video, and voice traffic below 80% of total capacity on the BTI 10Gb ring. H&B currently has <1% of the ring allocated to voice traffic, 10% allocated to video services, and 2% allocated to data. If total data traffic reaches 80%, H&B will allocate an additional wavelength of capacity on the ring. H&B will monitor traffic internally on a monthly basis with network monitoring software for data and by keeping inventory of T1 usage for voice.
 - H&B's contract with its ISP, KFN, allows for usage up to the purchased bandwidth of 250 Mb. Additional internet access bandwidth will be purchased when peak usage is consistently at 90% of the purchased bandwidth. H&B's access to the ISP is provided by a GigE connection which allows for significant growth beyond our current usage. Should we exceed the capacity of the GigE connection, additional ports are available to add additional GigE connections. Using network monitoring software H&B will monitor this usage monthly internally.
 - All fiber plant has been designed with only a 70% fill rate to allow for new customer premises and has been designed with all splitters located such that there is a home run fiber from all

EMERGENCY SITUATION FUNCTIONALITY

H & B CABLE SERVICE, INCORPORATED

AVAILABILITY OF BACK-UP POWER

H&B has one central office and two tandem office locations within its service area. Each of these locations is equipped with a back-up generator capable of providing power to the equipment within that office in the event of an external power source outage. During extended power outages, company employees refill the gas tanks and check the oil on each generator at specified intervals. After each power outage, generators are inspected, gas tanks are filled, and oil is replaced as necessary. These generators are also professionally serviced bi-annually to ensure functionality.

In addition, H&B has installed back-up batteries on the customer premise equipment. Multiple back-up batteries have been installed at home of those with special needs. Spare batteries are kept at H&B's main office for replacement of batteries at customer homes in the event of a prolonged power outage.

H&B also utilizes its copper plant to provide central office based power to some customer premise equipment.

TRAFFIC ROUTING

Voice traffic between the central office switch and both remote switches is carried across a SONET ring allowing continued service if one route is interrupted. Voice traffic between the central office switch and the upstream tandem is also provisioned across a SONET ring. A links are provisioned on diverse routes to diverse STPs.

MANAGING TRAFFIC SPIKES

H&B's careful capacity planning has put multiple constraints and triggers in place on its central office equipment, outside plant equipment, and network backbone that will provide the company with the capability of handling traffic spikes during emergency situations. These constraints and triggers are as follows:

- Maintain a less than 90% fill rate on the FTTH equipment at each of H&B's sites. If the fill rates pass 90%, additional GPON cards will be added one at a time to increase capacity by 25% each. The Calix Management System assists H&B in monitoring the fill rates internally on a monthly basis.
- Sustain a less than 90% usage of total line capacity on the softswitch. If usage passes 90%, new equipment will need to be purchased. Usage rates are analyzed monthly internally by H&B using reports automatically generated by the switch.
- Keep data, video, and voice traffic below 80% of total capacity on the BTI 10Gb ring. H&B currently has <1% of the ring allocated to voice traffic, 10% allocated to video services, and 2% allocated to data. If total data traffic reaches 80%, H&B will allocate an additional wavelength of capacity on the ring. H&B will monitor traffic internally on a monthly basis with network monitoring software for data and by keeping inventory of T1 usage for voice.

VOICE SERVICES RATE COMPARABILITY H & B CABLE SERVICE, INCORPORATED

NATIONAL AVERAGE URBAN RATE

According to the 2014 Urban Rate Survey conducted by the FCC Wireline Competition Bureau, the weighted average unlimited local rate is \$20.46.¹

H&B UNLIMITED LOCAL RATE

H&B's current unlimited local residential rate, as published in its local access tariff, is \$14.95. No State Universal Service Fees are currently being charged to residents; therefore, the total local rate is \$14.95.

RATE REQUIREMENT

Per 47 C.F.R. § 54.313(a)(10), H&B's pricing can be no more than two standard deviations above the applicable national average urban rate for voice services as published annually by the Wireline Competition Bureau. H&B's current local rate of \$14.95 is below the 2014 national average rate of \$20.46, which means it meets the above mentioned requirement.

¹ <http://www.fcc.gov/encyclopedia/urban-rate-survey-data>

Kansas Lifeline Program

Voice Service Packages

If a customer is eligible for Lifeline services according to the Kansas Lifeline Program guidelines on the previous page, local service and long distance packages are available at the monthly prices listed below (according to service area):

Bushton, Dorrance, & Holyrood -

Basic Local Service.....	\$ 9.47
Long Distance (No Toll Package).....	12.9¢/minute
40 Minutes Toll (Additional Charge).....	\$ 2.76
100 Minutes Toll (Additional Charge)	\$ 6.90
200 Minutes Toll (Additional Charge)	\$ 13.80
350 Minutes Toll (Additional Charge)	\$ 24.15
500 Minutes Toll (Additional Charge).....	\$ 34.50
500+ Minute Toll Package	6.9¢/minute

Ellinwood Rural & Claflin -

Basic Local Service (Ported Number)	\$ 2.53
Basic Local Service (Non-ported Number)	\$ 0.53
Toll Packages.....	Same as Above

Ellinwood City -

Basic Local Service (Includes 20 Minutes Toll)	\$ 8.60
200 Minutes Toll (Additional Charge)	\$ 12.85
500 Minutes Toll (Additional Charge)	\$ 22.85

For questions on eligibility, or to sign up for Lifeline Voice Services in these service areas, please contact H&B Communications/H&B Cable Service at (800) 432-8296.


H&B Communications/Cable